BSConsole Application Update Procedure

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| **Application Name:** | | NIE | | | |
| Problem Statement: | | NIE Application no longer runs on Jen Ramsdell’s computer. Immediately after login the program locks up, then self-terminates after a few seconds. | | | |
| Help Desk Ticket #: | | 18623 | | Date: | 12/2/19 |
| Current Version: | | --- | | New Version: | --- |
| Solution: | | This was due to a Microsoft update. Microsoft offered a patch to Office 365 to fix their previous OS patch.  In general, run Office 365’s manual update process:   * Excel 🡪 File 🡪 Account 🡪Update Options 🡪 Update Now   This fixed the issue on Jen’s computer. This was also tested on Paul Buckley’s laptop and on the Buckley VM, with success on both. | | | |
| Software Being Modified: | | None | | | |
| Software Environment Changes: | | Ran manual update on Microsoft Office 365 | | | |
| Test Verification Date (attach additional test documents if necessary) | | | 12/2/19 | | |
| Installation Date: | | | 12/2/19 | | |
| Notes: |  | | | | |